

# **Sisseton-Wahpeton Oyate**

## **Job Description**

---

**Job Title:** Multiple Case Specialist I

**Reports to:** SWOCSE Director

**Summary:**

This position works with local and other jurisdictions, state and tribal, to process and/or establish child support orders for non-custodial parents with multiple cases living and/or working within the jurisdiction of the Sisseton Wahpeton Oyate. Monitors on-going cases and prepares all necessary documents such as modifications, wage withholdings, orders, and correspondence associated with a case.

**Duties and Responsibilities:**

- Responds to referrals/transmittals from other Tribal and State jurisdictions for recognition of foreign child support orders.
- Performs case management tasks associated with establishment and/or modification of child support orders, calculations of amount of support for multiple cases with one non-custodial parent, establishment of paternity, submission of wage withholding orders, tax intercepts, and other enforcement actions as needed. Must be able to accurately calculate payment percentages over the multiple cases involving one non-custodial parent.
- Accomplishes client intake procedures, including assistance with client applications for services, interviewing clients, and ensuring all necessary documentation is performed and/or collected for inclusion in the case file.
- Conducts investigative tasks, including verifying client information, location of absent parent(s), and verification of employment.
- Represents clients in Child Support Court proceedings, including preparation and filing of petitions, complaints, notices, affidavits, and orders.
- Negotiates voluntary child support agreements between custodial and non-custodial parents whenever possible.
- Required to become certified to perform buccal swabs paternity testing.
- Recommends and performs case transfers to federal jurisdiction when necessary.
- Networks with other community, state, and tribal resources.
- Responds to inquiries from the general public.

- Perform program mandated functions, including but not limited to: customer and community outreach, quality assurance and program improvement, training and any other function required by the SWOCSE Program Director.
- Contacts sources for income verification to collect data for cases requiring legal action; calculate child support obligations and debts; initiate appropriate collection actions, negotiates repayment of child support debts.
- Comprehend, apply, and explain Federal and tribal child support laws and regulations.
- Comprehend and apply SWOCSE program policies and SWO Child Support related ordinances.
- Required to work effectively and in a timely manner when faced with high volume of work, multiple deadlines, frequent interruptions, and emotional individuals.
- Work collaboratively or independently with co-workers, clients, elected officials, professional representatives, the court, outside entities, and the general public.
- Attends meetings, conferences, and training when necessary or required.

#### **QUALIFICATION REQUIREMENTS:**

- Knowledge of Federal, State, and Tribal policies, regulations, and legal procedures applicable to SWO Child Support Enforcement Program.
- Proficient with computers and various software Programs.
- Must successfully pass a background check.
- Knowledge of regulations regarding confidentiality; ability to maintain strict confidentiality and compliance with Privacy Act requirements.
- Ability to interact effectively and work cooperatively with clients, the general public, co-workers, outside agencies, and officials.
- Ability to communicate effectively orally and in writing.
- Ability to organize significant caseload and to multitask work assignments.
- Must possess a valid driver's license.

#### **EDUCATION and/or EXPERIENCE:**

- Minimum of Associates Degree in legal studies, Business or Public Administration, or Human Services preferred but not required.
- At least one year previous experience working with law enforcement, TANF, social services, or Child Support Enforcement preferred.

Approved



Date

